provide 66,822 Village Public Telephone in remaining uncovered villages including Gram Panchayats within three years *i.e.* by November 2007.

Uniform billing code

85. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the telecom department is expanding and updating the dispute resolution mechanism in the wake of increasing number of consumer grievances against service providers;

(b) whether service providers including private telecom companies indulge in over billing through confusing technical jargons which are not comprehensible to layman consumer; and

(c) whether the telecom department will enforce a uniform billing code/format for all the operators to protect consumers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Yes, Sir. The dispute resolution mechanism to address the consumer grievances is reviewed and updated from time to time in State owned BSNL and MTNL. The items of the bills are being communicated in simple language.

There are a large number of private telecom companies which have their own dispute resolution mechanism and billing formats.

(c) Uniform billing code/format is not possible as it is a free market.

BPO facilities under threat from South Africa

86. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether India's stature as the number one choice for UK companies locating contact centres and Business Process Outsourcing (BPO) facilities is under threat with South Africa emerging as a challenger;

(b) whether South Africa has edge in terms of huge supply of labour and being in the same time-zone as UK coupled with their fluent communication skills in English; and

(c) whether NASSCOM is seized of this emerging threat from South Africa to Indian IT industry, and if so a gist of their findings?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) South Africa is emerging as one of the competitors to India in regard to BPO business originating from UK clients, but India has a dominating position in the UK BPO market.

(b) No, Sir.

(c) NASSCOM is closely watching the global developments and trends in the IT Software industry and does not foresee any threat from the African countries in the near future.

Revenue loss due to illegal routing of international calls

87. SHRI K. CHANDRAN PILLAI:
SHRI A. VIJAYARAGHAVAN:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Bharat Sanchar Nigam has any measures to control illegal routing of international calls through local lines;

(b) if so, the details as on today;

(c) if so, the details of revenue loss for the last two years due to illegal routing of international calls through local lines, year-wise, category-wise; and

(d) if so, the details of firm/company/infocom indulged in the illegal routing for the last two years, year-wise, category-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Instructions have been issued by BSNL to monitor illegal routing of international telecom traffic at various points in the network. Instructions issued from time to time to deal with password and routing management in exchanges, monitoring of traffic at the point of interconnection (POI) with private operators monitoring and